



HAYWOOD COMMUNITY COLLEGE

# EMERGENCY RESPONSE PLAN



July 2020

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## **Introduction**

The purpose of the Emergency Response Plan (ERP) is to provide Haywood Community College (HCC) employees and students a reference for use in the event of an incident resulting in an emergency. The plan is designed to provide procedures and assign responsibilities necessary to effectively respond to an emergency on the main campus as well as off-site facilities. Since it is impossible to predict the exact circumstances surrounding an emergency, these procedures do not cover every emergency that might develop, and it may not always be feasible to follow every procedure. Each situation will be unique. Preparation, drills, and training are crucial to ensure safety and security during an emergency.

## **Campus Events**

When the College plans to host an event/activity that calls for many more visitors to be on campus than normal, it is the responsibility of the employee(s) over the event/activity to notify the Coordinator of Campus Development Services & Events well in advance of the event/activity. The Campus Development Department will take the necessary steps to prepare for a potential emergency incident that could involve more people than normal on the College campus.

## **Off-Campus Events**

College employees are responsible for off-campus student events and activities (field trips, student competitions, etc.) and are responsible for following the guidelines in the College Emergency Response Plan. The specific type of incidents that may be encountered will be unique to the class/field trip, and as such, every situation cannot be addressed by the ERP. If an emergency occurs the College employee submitting the travel authorization request will assume the responsibility for HCC in an off-campus incident.

## **Public Relations**

The Public Information Officer (PIO) shall be the only official spokesperson to respond to the media in the event of an emergency. The Campus Development Department will determine a safe location for the media, and any assistance will be provided to aid in effective communications. Faculty and staff should refrain from speaking with the press to prevent speculation and incorrect information being shared.

## **Drills and Training**

All drills should be taken seriously, and training is a vital component of the preparedness and safety for HCC. Employees, faculty, staff, and students will be oriented to the appropriate emergency response and will participate in drills and training annually. Local emergency responding agencies will be included in drills and training exercises as deemed necessary. While you are participating in a drill, you should react as if it is a real-life situation. (eg. Lock-down drill – Lock door, close blinds, turn off lights, silence phones, and barricade doors.)

## **Emergency Notification System (ENS)**

HCC's Emergency Notification System (ENS) includes the use of text messaging, voice, and email to send an official College-wide emergency directive to employees and students. Voice can be sent to a cell phone and landline phone.

**Individuals must sign up for this service** and can do so by logging in at [login.haywood.edu](http://login.haywood.edu). There is an Emergency Notification link under Essential Tools. It is the responsibility of the individual to keep contact information updated, and edits can be made when needed.

HCC has an Emergency Notification Exterior Speaker System to notify individuals that are on the main campus grounds, of an emergency. This notification consists of different sirens and tones as well as voice commands.

## Preparing for an Emergency Situation - Responsibilities

**Employee:** Read HCC Emergency Response Plan. Be familiar with the campus and campus buildings you work in and frequent often. Participate in campus training sessions and drills. Sign up for the college's ENS, and ask questions.

**Student:** Read HCC Emergency Response Plan. Be familiar with the campus and campus buildings you have class in and frequent often. Participate in campus training sessions and drills. Sign up for the college's ENS, and ask questions.

## During an Emergency Incident - Responsibilities

**Employee Response:** All College employees are responsible for following the procedures outlined in this ERP when dealing with incidences and emergencies and should report these to Campus Security.

During an emergency, HCC employees are the natural first responders and are encouraged to assist students as needed. If HCC has prior knowledge of a student with specific support needs, his/her instructors will be informed through a documented Safety Plan which should be followed as written. Any questions or concerns regarding a student's Safety Plan should be communicated with the Director of Student Wellness.

If you feel you will need external support during an emergency or during campus emergency drills, due to an area of disability or impairment, it is your responsibility to make HCC aware of your needs. Please contact the Director of Human Resources to develop an employee Safety Plan.

College employees and students are urged to be aware of what is happening in their campus surroundings. Employees should talk to students about the importance of reporting suspicious behavior, verbal threats or actual incidents that appear threatening and dangerous. Every individual is responsible for reporting an incident to Campus Security as quickly as possible so that appropriate action can be taken to isolate and respond to the incident.

**Faculty Response:** All faculty members are responsible for maintaining student attendance rolls and helping to account for students during sheltering and evacuation emergencies.

**Student Response:** All students are responsible for reporting incidents and suspicious activities and individuals to a College employee immediately. Students should follow directives of HCC Employees and external emergency responders during an incident. Students should make efforts to be accounted for during sheltering and/or evacuation emergencies. Students should following directives about staying on or leaving campus during an incident. Students should refraining from use of cell phone when directed (eg. use of cell phone can detonate an explosive device or alert aggressor to your location.) Students should have a valid HCC ID on their persons at all times while on campus grounds.

## Emergency Protocols:

### S.E.L.F. Active Shooter Protocol-

**Survey:** Survey means be aware and alert of your surroundings at all times, Where you are and what is available if you need to make yourself safe and assist others to safety. Being aware and alert can mean the difference between life and death. It doesn't require extreme circumstances to Survey. And by always being aware of your surroundings the SELF Protocol will be easier to follow.

**Evacuation:** Evacuation when possible is your first choice. If you can leave the area of danger do it. When evacuating remember these steps.

- Evacuate the area of danger and run as far as possible.
- If there is someone who needs assistance help them evacuate being aware that helping may place you or others in greater danger.
- As soon as you are safe call or text 911 and alert authorities.
- If you encounter law enforcement when evacuating immediately raise your hands over your head with your fingers spread apart and yell we are coming out.
- If evacuating through a door is not an option a first floor window can be an alternative choice.
- If above the first floor locking down and securing in place is the best option.

Remember that these same steps can be used to evacuate any location that you feel may be unsafe. You may be in the café, library, or tutoring lab. Always remember to be alert, survey your surroundings, and consider your options for evacuating.

**Lock-down:** If evacuating is not an option, your second choice is to Lock-Down and make your space inaccessible to the danger. When locking down remember these steps:

- Locking down requires a space that can be locked or secured. If you are not in such a place move quickly to one where you can lock or secure the doors. If available use the door lock and remember all doors can be secured even if they do not have a lock. (eg. Use belts to tie two doors together. Tie the door hedges together. Use a belt or electrical cable tie it around the door handle while pulling the other end tight as you stand to the side.)
- In addition to a lock, barricading an entrance can make a room more secure and deter an aggressor. (eg. Stack desks, chairs, or other objects to block the door or make it difficult for an aggressor to enter the space.)
- After securing the space move to an area out of sight, turn off the lights, close any blinds, silence all cell phones, and plan your next actions in case the aggressor enters the room.
- Though being quiet is important, it is necessary to contact 911. Do this in a low voice or with a text.

Remember that these same steps can be used in locking down any room. You may be in the café, library, or tutoring lab. Always remember to be alert, survey your surroundings, and consider your options for securing in place.

**Fight-back:** The last and least desirable option is to Fight-Back. However, if the aggressor enters your space, fighting back may be your only choice. When fighting back remember these steps:

- Only confront the aggressor if you are in immediate danger and have no other option.
- Distracting, disarming, and subduing the aggressor may be your only choice.
- Every room has items you can use to distract the aggressor. (eg. backpacks, books, water bottles, coffee cups, or similar sized items can be thrown at the aggressor.)
- If the weapon is separated from the aggressor put a large item over the weapon such as a trash can or backpack. Keeping the weapon will cause you to be seen by law enforcement as the aggressor.
- If it becomes necessary, it is important that you resist forcefully and however possible.

Remember that these same steps can be used for fighting back in any room. You may be in the café, library, or tutoring lab. Always remember to be alert, survey your surroundings, and consider your options for actively protecting yourself.

**Seek Shelter Protocol:** The seek shelter protocol refers to a severe weather related incident that poses or has the potential to pose risk to students, faculty, and staff. (eg. Tornado or Severe High Winds.) You must proceed to the nearest classroom, office, or other confined space. It requires closing doors and windows but not locking or otherwise securing them so that emergency responders can easily gain access to provide assistance. Moving away from doors and windows. Account for all students and employees. Remain in shelter until notified by emergency responders that it is safe to leave. Leaving a shelter area too soon may result greater harm.

**Evacuation Protocol:** Evacuation Protocol refers to an incident requiring evacuation of some or all campus buildings / campus occupants to avoid an immediate or potential threat to students, faculty, and staff. (eg. Building Fire or Hazardous Material Spill.) All individuals should remain silent in order to hear important directions given by College and or emergency responders. All individuals should reframe from using cell phones (it might detonate a bomb). Do not block emergency vehicle access in any way. Return to campus or building only when authorized to do so.

## **Forms of Evacuation:**

- Vehicular Evacuation
- Pedestrian Evacuation

## **Evacuation Locations:**

- Main Campus Evacuation Site: NC National Armory Parking Lot
- Regional High Technology Center Evacuation Site: Parking lot closest to the Small Business Center Building 5000.
- Small Business Center Building 5000 Evacuation Site: Regional High Technology Center Building 3000 Parking lot closest to the Small Business Center Building 5000.
- West Waynesville Center Evacuation Site: Exit building from the closest exit and move on foot to the church parking lot at the rear of the building. This parking lot will serve as the staging area for those evacuated and provide distance and cover protection on the east side of the building.

Remain silent in order to hear important directions

Do not use cell phone (it might detonate a bomb, alert aggressor to your location)

Immediately leave the building and report to the designated evacuation site

Be accounted for at the evacuation site

Do not attempt to leave campus by vehicle unless so directed

Do not block emergency vehicle access areas

Return to building only when authorized to do so

**Bomb Threat Information:** Most bomb threats are received by phone. Bomb threats are serious until proven otherwise. Act quickly, but remain calm and obtain information with the Bomb Threat Checklist.

## **If a bomb threat is received by phone:**

- Remain calm. Keep the caller on the line for as long as possible. DO NOT HANG UP, even if the caller does.
- Listen carefully. Be polite and show interest.
- Try to keep the caller talking to learn more information.
- If possible, write a note to a colleague to call Campus Security / SRO or, as soon as the caller hangs up, immediately notify them yourself.
- If your phone has a display, copy the number and/or letters on the window display.
- Complete the Bomb Threat Checklist immediately. Write down as much detail as you can remember. Try to get exact words.
- Immediately upon termination of the call, do not hang up, but from a different phone, contact the President's office immediately with information and await instructions.

## **If a bomb threat is received by handwritten note:**

- Call Campus Security / SRO
- Handle note as minimally as possible.

## **If a bomb threat is received by e-mail:**

- Call Campus Security / SRO
- Do not delete the message.

## **Signs of a suspicious package:**

- No return address



- Excessive postage
- Stains
- Strange odor
- Strange sounds
- Unexpected Delivery

**Fire Procedures:** If you discover a fire or smoke or if you hear a fire alarm:

- Evacuate the Building – Get Out – Don't Use Elevators, use the stairs.
- Close (Don't Lock) doors to contain fire
- Alert others – Activate the fire alarm (If not already activated)

CALL 911

- Note the Location of fire
- Give a description of fire

Call Security 734-5410 and or SRO 593-8477 to assist *w/response*

**Campus Services Response:** Campus Service personnel will respond to all incidents that pose minimal or no risk to individuals and/or property and once accessed will contact external emergency responders if necessary. (eg. medical emergency, power outage, water line break, snow alert, unsubstantiated report of incident, minor injury, minor traffic incident, etc.)

**Documenting an Incident:** Once the initial report of an incident has been made and the emergency response implemented, it is important that the persons most closely involved in the incident complete a formal written report. The incident report will be submitted to the on-duty Security Officer. Campus Security personnel will provide the Incident Report Form and assist as needed. The Campus Safety Services Officer will review the reported incidents, investigate, and provide any necessary follow-up. Corrective actions will be reported to the Director of Campus Development.

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**Emergency Contacts:** The report of an incident or suspicion of an incident that needs immediate response should be made to the On-Duty Security Officer.

**We encourage you to program these numbers into your cell phone**

Security Officer 828-734-5410

School Resource Officer 828-593-8477

Campus Safety Officer 828-564-5113

**NOTE: Call 911 first for emergencies that require immediate response from emergency agencies.**